

SBC has incorrectly billed me. I called 800-616-1171 and was transferred to Lilly. That's the only identification she would provide me. She required I respond to a survey entailing my interest to join their other services before we could discuss my bill. I should not be required to answer this survey in order to straighten out my bill that was their error. Lilly terminated the call and would not put me to a manager.